

Position Description

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Send the original to the Division of Personnel Services.

CHECK ONE: ☐ NEW POSITION ☒ EXISTING POSITION

Part I - Items 1 through 12 to be completed by department head or personnel office.

1. Agency Name Dept. for Children and Families		9. Position No. K0053617	10. Budget Program Number NE 29210		Agency Number
2. Employee Name (leave blank if position vacant)		11. Present Class Title (if existing position) Human Services Specialist			
3. Division East Region		12. Proposed Class Title			
4. Section Economic and Employment Services	For Use By Personnel	13. Allocation		Position Number	
5. Unit Labette County: 284-8		14. Effective Date			
6. Location (address where employee works) City Parsons County Labette		15. By	Approved		
7. (circle appropriate time) Full time xx Perm. Inter. Part time Temp. %	16. Audit Date: By: Date: By:				
8. Regular hours of work: (circle appropriate time) FROM: 8:00 AM AM/PM To: 5:00 PM	Office	17. Audit Date: By: Date: By:			

PART II - To be completed by department head, personnel office or supervisor of the position.

18. If this is a request to reallocate a position, briefly describe the reorganization, reassignment of work, new function added by law or other factors which changed the duties and responsibilities of the position.

19. Who is the supervisor of this position? (Who assigns work, gives directions, answers questions and is directly in charge.)

Name

Title

Position Number

Carol J. Stowell

Human Services Supervisor

K0164310

Who evaluates the work of an incumbent in this position?

Name

Title

Position Number

Carol J. Stowell

Human Services Supervisor

K0164310

20. a) How much latitude is allowed employee in completing the work? b) What kinds of instructions, methods and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made. Supervision of experienced case managers is minimal. Case managers are expected to function independently in much customer contact and decision making. The case manager has complete responsibility for committing agency funds and taking correct action based on federal and state regulations.

d) Which statement best describes the result or error in action or decision of this employee.

() Minimal property damage, minor injury, minor disruption of the work flow.

- (X) Moderate loss of time, injury, damage, or adverse impact on health and welfare of others.
 () Major program failure, major property loss, or serious injury of incapacitation.
 () Loss of life, disruption of operations of a major agency.

21. Describe the work of this position using the page or one additional page only. (Use the following format for describing job duties:)

What is the action being done (use an action verb); to **whom** or **what** is the action directed (object of action) ; **why** is the action being done (be brief); **how** is the action being done (be brief). For each task state: Who reviews it? How often? What is it reviewed for?

<p>Number Each Task and Indicate Percent of Time</p> <p>I. 100% E</p>	<p><u>PROFESSIONAL ATTITUDE:</u> <i>While performing the tasks listed below, please remember that you are a representative of the Department for Children and Families, and you are expected to:</i></p> <p><i>*Demonstrate a willingness to help. Remember that your customer is anyone needed or asking for your assistance, For example, this could be other agency employees, community partners, landlords, state and community partners, and individuals and families seeking services from the agency:</i></p> <p><i>*Demonstrate an attitude of respect (i.e. be attentive to the customer, communicate in a polite and professional tone of voice, meet with the customer, or return phone calls or emails within a reasonable period of time-as defined by your supervisor or program policy), process requests for service as quickly as possible:</i></p> <p><i>*Encourage individuals to identify and fulfill their own responsibilities;</i></p> <p><i>*Practice personal self-discipline and maintain ethical and professional behavior in times of frustration with difficult customers;</i></p> <p><i>*Provide information and service to those seeking your assistance. If you are unable to directly provide that service or information, you should offer to connect them with someone who can assist or advise them.</i></p> <p><i>Failure to demonstrate a professional attitude will directly reflect on the organization, the quality of service you provide, and will be considered unacceptable for any employee of the East Region DCF.</i></p>
<p>II. 30% E</p>	<p>This position determines initial and continued eligibility for Temporary Assistance to Needy Families, Food Assistance, Medicaid and Child Care programs associated with non-mandatory family populations and single adults for Food Assistance in a timely, accurate manner. This determination is accomplished by analyzing, interpreting and applying numerous complex Federal/State policies, procedures and regulations to customer's current needs and situations. Investigation of the customer's circumstances through the use of available computer information systems, research of records supplied by the customers, community resources and/or home visits (when necessary) is required to provide the information on which eligibility decisions are based. Utilization of fundamental accounting principles and a general understanding of legal terminology/principles are necessary in analyzing, quantifying and applying policy. Operation of a computer is essential to the documentation of eligibility decisions and caseload management. Completes correspondence, case narratives, reports, verbal and written communications concerning program requirements. Timeliness and accuracy is vital to all programs.</p>
<p>III. 25% E</p>	<p>This position is a member of an integrated service delivery team made up of staff from all divisions of DCF. Participates in teaming activities to assure the customer's family needs assessment is conducted in a holistic manner and services are delivered in a coordinated manner which is consistent with identified needs and with the wraparound approach to service delivery. Promotes cooperative positive relationships between team members, other integrated service teams and with community and contractual partners. Develops/maintains good working relationships with all agency staff.</p> <p>Interviews customers to obtain sufficient information to support the determination for eligibility and assess the needs of the customer for other services, to provide information on available programs and to inform the customer of his/her rights and responsibilities as well as the responsibilities of the agency. This requires the</p>

IV.	20%	E	use of a variety of specialized interviewing and/or listening skills in order to recognize and accommodate persons with varied levels of education, ethnic and cultural backgrounds, language development skills and physical or mental limitations. Displays a non-judgmental attitude and a working understanding of human behavior (especially in terms of how poverty affects behavior) in order to establish a positive working relationship with consumers. Creates an atmosphere in which human dignity is preserved. Documents clearly in the case narrative the reasons for case decisions and agency actions.
V.	10%	E	Advocates for the customers in assessing their needs, explores alternatives and refers the customer to appropriate services within and outside the agency to address those needs. A) Develops a working knowledge of and working relationship with community resources as well as other state and local programs in order to assist customers in accessing these services: b) Provides information to community agencies and the general public about services. This may include serving on advisory boards, public speaking and one-on-one contact with other professionals; c) Analyzes the implications of policy decisions and provides input regarding the impact on customers, staff and other operation of the agency.
VI.	15%	E	Prepares appeal summaries for Administrative Hearing Officers. Initiates referrals and gathers supporting evidence for DCF attorneys use in welfare fraud trials and for administrative fraud disqualifications hearings. Testifies at administrative hearings and court actions. Attends supervisory conferences, interdisciplinary services meetings, staff meetings, agency related trainings and other conferences, workshops and task force meetings as required. Other duties as assigned. ***All duties are reviewed for compliance by Unit Supervisor as dictated by Human Resources Policies***

22. a. If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position.
- () Lead worker assigns, trains, schedules, oversees, or reviews work of others.
 - () Plans, staffs, evaluates, and directs work of employees of a work unit.
 - () Delegates authority to carry out work of a unit to subordinate supervisors or managers.

- b. List the names, class titles, and position numbers of all persons who are supervised directly by employee on this position.

Title

Position Number

23. Which statement best describes the results of error in action or decision of this employee?

- () Minimal property damage, minor injury, minor disruption of the flow of work.
- (x) Moderate loss of time, injury, damage or adverse impact on healthy and welfare of others.
- () Major program failure, major property loss, or serious injury or incapacitation.
- () Loss of life, disruption of operations of a major agency.

Please give examples.

Failure to perform essential functions would cause severe financial and emotional hardships for customers and could result in the loss of Federal Funds and/or fiscal sanctions to the State of Kansas.

24. For what purpose, with whom and how frequently are contacts made with the public, other employees or officials?

This position involves daily contact with agency customers, agency employees, other social service agencies, community resource agencies, government officials and the general public in order to determine assistance eligibility. Makes referrals and coordinates access to other services within the community for customers. Provides daily dissemination of information regarding state and federal regulations as well as agency programs, policy and procedures.

25. What hazards, risks or discomforts exist on the job or in the work environment?

This position may encounter hostile, angry or upset people when dealing with the issues of eligibility for assistance programs. Long periods of time may be spent on a computer and various computer systems. A high level of stress may exist in the determination of eligibility due to the limitations of the programs and resources to effectively resolve the customer's need for help. Upon occasion, physical harm may be threatened or attempted by hostile, angry or upset customers. Due to extensive use of computer and prolonged sitting, persons in this position could experience physical symptoms such as eye strain, neck/back strain, etc.

Specialists are required to follow office procedures to ensure their safety when interviewing customers who may become hostile, angry or upset and pose a threat to the safety.

26. List machines or equipment used regularly in the work of this position. Indicate the frequency with which they are used. Computers, telephones, copy machines, calculators are used daily. Some positions may require the use of a vehicle (private or state owned) in traveling to offices to provide services to customers.

PART III - To be completed by the department head or personnel office

27. List in the spaces below the minimum amounts of education and experience which you believe to be necessary for an employee to begin employment in this position.

Minimum Qualifications as stated in the State of Kansas Class Specifications.

Four years of experience interviewing, investigating, compiling information, documenting decisions, interpreting guidelines and/or providing technical assistance relevant to the agency's programs. Post-secondary education may be substituted for experience as determined relevant by the agency.

Significant time is spent either in customer contact or collateral contact and in documentation using paper and computer files. Customer contact will be either face to face, written correspondence or by telephone. Extended periods of time may be spent inputting data into computer systems. A significant amount of information, training and communication is transmitted via e-mail and various

other electronic medium, which is expected to be used as an everyday tool in this position for instruction, operations, documentation, etc. Collateral contacts may be on the phone or by written correspondence. All activities are directed towards determining customer eligibility, assisting or referring the customer in obtaining resources, as well as helping them to become as self-sufficient as possible, or in updating the knowledge of the specialist on changes in policy and/or procedures.

Education or Training - Special or professional

License, certificates and registrations

Special knowledge, skills and abilities

Experience - Length in years and kind

28. SPECIAL QUALIFICATIONS

State any additional qualifications for this position that are necessary either as a physical requirement of an incumbent on the job, a necessary special requirement, a bona fide occupational qualification (BFOQ) or other requirement that does not contradict the education and experience statement on the class specification. A special requirement must be listed here in order to obtain selective certification.

Bachelor's Degree in a social/human service field. Computer experience with State software programs. One year of case management experience. Previous experience in the work programs field

Signature of Employee

Date

Signature of Personnel Official

Date

Approved:

Signature of Supervisor

Date

Signature of Agency Head or
Appointing Authority

Date